



Lago Vista Police Department
5901 Municipal Complex Way
Lago Vista, TX 78645
(512)267-7141

**TELECOMMUNICATIONS OPERATOR (DISPATCHER)
STARTING RATE: \$16.42 Open Until Filled**

Police Dispatcher (Telecommunicator)

Lago Vista Police Department is seeking candidates to be an active part of their team as a Police (Telecommunicator) Dispatcher. Lago Vista Police Department operates its own round-the-clock dispatch center located within the police headquarters. Under close supervision, receives emergency and non-emergency calls for police and fire service. Dispatches calls for service and enters accurate and concise data into the Computer Aided Dispatch (CAD) system. This is the entry-level class in the Emergency Communications Operator series. Work is observed and reviewed during performance and upon completion. A high degree of accuracy is required at all times. Incumbents in this classification must maintain constant awareness of the consequences of error.

- Answers emergency and non-emergency calls at the Police Station.
- Gathers information from callers including nature, severity, location, and status of emergencies.
- Assesses need for response and dispatches services accordingly.
- Assists Police Officers by relaying information regarding calls for service.
- Documents and corrects 911 location premise errors in CAD (Computer Assisted Dispatch).
- Enters data and maintains CAD for alarm permits and cautionary information in alert files.
- Notifies appropriate entities related to problems or complaints under their jurisdiction.
- Enters, maintains, updates and researches information into TCIC/NCIC (Texas Criminal Information Center and National Criminal Information Center) and TLETS/NLETS (Texas Law Enforcement Telecommunications System/National Law Enforcement Telecommunication System) databases.
- Researches and responds to inquiries from other law enforcement agencies and departments.
- Performs crisis intervention with distraught callers during high-risk situations until appropriate emergency field units arrive on scene.
- Prepares clear and concise records and reports with comprehensive documentation in CAD (Computer Aided Dispatch) system.
- Performs computer-assisted and manual records checks for officers on individuals, locations, vehicles, and other property; verifies warrants or reports of stolen property.
- Maintains constant awareness of status of mobile units and updates information as it changes.
- Maintains, updates, and accesses various logs and computer data files for all officer activities (incident reports, stolen or repossessed property logs, maps, shift logs, etc.).
- Performs other duties as assigned.

Supplemental Information



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Background: Candidates must not have been convicted of a felony and must successfully pass an extensive background investigation which includes a fingerprint check drug screening, comprehensive criminal history check, medical examination, and psychological evaluation.

Shift: Applicants must be available for **all** shifts; incumbents will be required to work rotating shifts, or be on call for work, on weekends, holidays, and evenings, including mandatory overtime; refusal of assigned shift may result in removal from the list or termination.

Availability: This department is a "24/7" operation, and the incumbent can expect to work rotating, night, weekend, day, and graveyard shifts, as well as holidays and weekends.

- Must be able to obtain TCOLE Telecommunicator License within one (1) year of employment.

Minimum Requirements

The incumbent must be 18 years of age at the time of application

High School diploma or equivalent.

The incumbent must maintain a valid Texas driver's license, proof of insurance specified by the State of Texas, and dependable transportation.

Experience: No experience required.

Salary: \$16.42 hourly

Submit and complete and sign Lago Vista Police Department application for www.lagovistapd.com, must submit in person to Captain Jerry Reyes with notary

Application closing date: Until filled

NOTE: Applications will be reviewed "as-is". It is to your advantage to fully complete all parts of the application and supplemental questionnaire, as well as submit all required documents with the application.

RESUMES WITHOUT COMPLETED, SIGNED LAGO VISTA POLICE DEPARTMENT APPLICATIONS WILL NOT BE CONSIDERED